

2009 Health Care Professional Satisfaction Survey FL Poison Information Center – Tampa

Surveys faxed to 50 hospital Emergency Departments. 4 returned (8%). Response rate too low to analyze trends.

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
My calls were answered quickly.	75%		25%		
Poison Specialists were knowledgeable and helpful	75%	25%			
Poison Specialists were courteous and professional.	75%	25%			
Follow-up calls were helpful.	75%	25%			
The information received helps my staff provide better patient care.	100%				
I would contact the Poison Center in the future.	100%				

Do you have any comments about poison center service ?

“We are put on hold too long.”

“We have not had any problems with poison control service.”

How could FL Poison Information Center improve to provide better service to you?

“You’re doing a great service to all communities.”